NETWORK MANAGER REPORT

JANUARY 2009

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

The New Year is off to a strong start with many applications experiencing increased adoption rates. AI implemented two new applications and completed change management updates for seven additional applications. We are focused on making 2009 an excellent year for Alabama e-Government.

Highlights for the month were:

- In partnership with the Alabama Ethics Commission, Alabama Interactive launched the first ever Lobbyist Registration Application. This application allowed all lobbyists to register with the Ethics Commission, list their Principals, both new and existing, and send email confirmations to all Principals. In January alone over 360 registrations were completed online.

- The Alabama Department of Revenue's Individual Tax Estimation application has processed nearly $1 million dollars in estimated taxes during January 2009. Over 1,000 transactions were completed in January.

- Alabama Interactive completed several updates for the Alabama Department of Public Health EMS Renewals. The application experienced a 37% increase in adoption from 523 in January 2008 to 720 in January 2009.

- The Alabama Board of Professional Engineers and Land Surveyor's Certificate of Authorization application completed its third renewal period in January. With over 1527 renewals online, the application experienced nearly a 34% increase from last year's total of 1008.

- Alabama Interactive staff as well as the state eGovernment manager, Keith Johnson met with the Alabama Board of Chiropractors to discuss and review upcoming application changes in 2009.

- The Alabama Board of Physical Therapy's license renewal application completed its third renewal period in January with a 99% adoption rate. Over 3,000 renewals were submitted online and only 38 renewals were submitted by mail.

- Representatives from AI met with the Alabama Department of Labor, Child Labor Division again in January 2009 to discuss the pending legislation from 2008. The Department is making efforts to pass the legislation in 2009 and partner with AI to offer an online application for work permits to be obtained by employers of children ages 14 to 18.

Marketing

Discussions have started between AI and Kiosk Information Systems, a company which designs and produces self-service terminals. The kiosks could be utilized in several different areas to include the Department of Corrections, Department of Public Health, and DPS to name a few. Alabama Interactive can help implement this innovative technology under our current contract and could prove to be award winning for several agencies in the future.

The Alabama Interactive management team along with eGovernment Manager, Keith Johnson, traveled to Birmingham to deliver the 4th Quarter Escrow to the US Bank Corporate Trust Services and perform an audit of the existing files. The application files and code are escrowed quarterly in the event the State wished to manage the online applications upon the expiration of the current contract.

Customer Service

Alabama Interactive's Customer Service team provided support to nearly 700 constituents via phone and offline emails in January. Alabama Interactive responded to many phone calls to verify charges constituents forgot about authorizing earlier in the month or in December for their various license renewals or tax payments.

January began the 4th Quarter for many online payments such as the Department of Revenue Tax Estimation and Extension. AI's customer service team worked with constituents to ensure payments and appropriate information was collected successfully. Alabama Interactive customer service team also began working closely with the web designers to create a subscription portal for AI customers. This portal will provide all current and future subscribers with detailed information in relation to subscribing to new accounts, updating current accounts and paying off invoices, just to name a few. Alabama Interactive continues to strive to provide the best customer service for our customers.

The customer support team received several emails regarding the excellent service received from representatives in our office. Susan Kirkpatrick from Birmingham, AL sent an email stating that the live help customer service was "absolutely terrific!"

Development

During the month of January the AI Dev-Share team held one meeting to discuss a number of topics including: staging servers, TPE/eChecks, security scans, migration status and common coding elements. The staging servers are going to be a new testing environment which will mimic the setup of the production servers. These servers will be used as a testing ground for internal and agency testing prior to an application being pushed to production. The team also discussed some of the technical issues with processing eChecks through TPE and ECHO. The migration of Alabama Interactive's applications from the existing legacy servers to the new virtual servers is in the beginning phases. During the migration process the Dev-Share team will ensure each application is run through the latest security scan and is accompanied by revamped technical documentation. The common elements among AI's applications and the creation of universal code blocks shared among

applications were also topics of discussion. This code sharing would help reduce development time, promote consistency and assist with change management.

PROJECT REPORT

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allows users to pay for initial title replacements online	This application is in agency testing	October 2008
Alabama Department of Corrections	Inmate Canteen	Allows payments for online inmate canteen	This application is in agency testing	October 2008
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	This application is in internal testing	October 2008
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	This application is in internal testing	February 2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	This application is in agency testing	February 2009

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allows users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in the pre project phase	October 2008
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application	Allows for surety bonds to be applied for online	This application is in the pre project phase	TBD
Alabama Department of Public Health	Vital Records Merchant Services	Provide Merchant Services to agency	This application is in the pre-project phase	TBD
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in the development phase	December 2008
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD

Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in the pre-project phase	May 2009

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the development	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in agency testing	September 2008
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	September 2008

Alabama Secretary of State	UCC Filings	Update to allow batch file for UCC web service	This application is in development	September 2008
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in the pre project phase	TBD
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in the pre project phase	TBD
Alabama Department of Public Safety	Merchant Service	Update to field in Webservice	This application is in development	December 2008
Alabama Department of Revenue	IFTA Application	Update to current web service	This application is in agency testing	February 2009
Alabama State Board of Chiropractic Examiners	License Renewals	Updates to existing application for new year	This application is in the pre project phase	
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	This application is in the pre project phase	February 2009
Alabama Department of Public Safety	Crash Report Sales	Update to existing application	This application is in development	March 2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	This application is in the pre project phase	February 2009

SERVICE REQUESTS

Service Request #197
Alabama Bar Association – Shopping Cart
Alabama Interactive requests and recommends this service for the Alabama Bar Association is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #198
Alabama Bar Association – Exam Application
Alabama Interactive requests and recommends this service for the Alabama Bar Association is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #199
Alabama Electronic Security Board – License Renewal
Alabama Interactive requests and recommends this service for the Alabama Electronic Security Board is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

MONTH IN REVIEW

Total January AI Network Transactions:	432,333
Average Successful Request per Day:	13,946
Total January alabama.gov Visitors:	128,481
Total January alabama.gov Page Views:	1,234,723
Total January alabama.gov Chats or Offline Messages from Live Help:	691

OPERATIONS & ADMINISTRATION

Alabama Interactive has started the New Year right where we left off. We are excited about all the projects already in the queue for development in 2009. In January, AI interviewed several candidates to add to our development team. We look forward to making new additions to our expanding team and believe new staff will allow us to continue the level of service and number of applications for the State of Alabama in 2009.

OTHER BUSINESS/IN CLOSING

In closing, January was a successful month for the portal with the launch of two services and the continued work on many more. The next few months should see several new application releases and many more updates. We have started the year off right and plan to carry it all the way through to the end.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright